

Public Works

City of Newton Performance Management Scorecard

December 2011

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Metric Goal	Avg. Nov.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.								
% of projects under budget	Keep % at or above the monthly average	100	100	100			100	
% of projects on schedule	Keep % at or above the monthly average	90	90	78			81	
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.								
% of water/sewer requests resolved within 24 hours	Keep % at or above the monthly average	100	100	100			100	
Total water meters installed	Keep Work Orders received at or below the monthly average	23756	23756	23773				
3. Maintain public streets and sidewalks in a safe and passable condition.								
Streetlamp repair backlog	Keep total programs per month at or above their monthly average	147	147	119		115	125	
Backlog of sidewalk repair requests	Keep total program participants at or above their monthly average	260	260	514		500	506	
% of sidewalks made safe within 5 days	Keep total program unique participants at or above their monthly average	95	95	100			93	
% of streetlamps repaired within 14 days of receipt	Keep total program revenue at or above the monthly average	90	90	97			92	
% of potholes repaired within 2 business days	Keep Work Orders completed at or above the monthly average	95	95	81			88	
4. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.								
Trash tonnage (total)	Keep service requests received at or below the monthly average	1720	1720	1633		10513	10680	
Recycling tonnage (curbside only)	Keep requests completed/closed at or above the monthly average	1002	1002	985		5652	5560	
Curbside recycling % of total tonnage	Keep maintenance requests backlog at or below the monthly average	37%	37%	38%		35%	34%	
% of trash pickups made on time without issue	Keep % at or above the monthly average	99.50	99.50	99.90		99.90	99.87	
% of recycling pickups made on time without issue	Keep % at or above the monthly average	99.50	99.50	99.92		99.91	99.92	
5. Provide emergency response for snow, rain, winds, and other emergency situations.								
% of snow related requests resolved within 48 hours of the end of the storm	Keep % at or above the monthly average		0					

Notes

Trash and Recycling tonnage data comes from the month prior to the reporting period.